UCSF JOURNAL

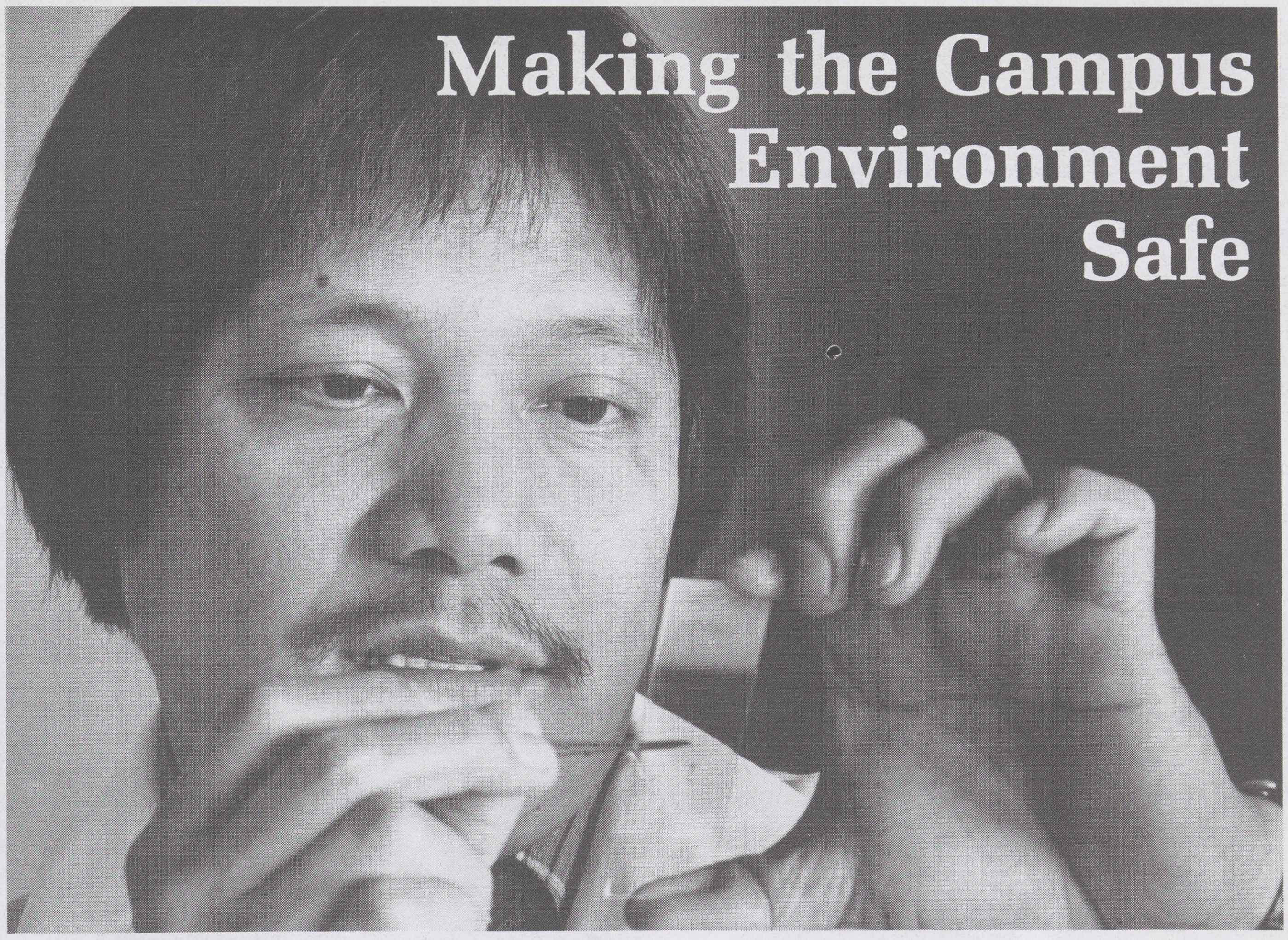
CAMPUS MAIL

April 1986, Vol. 10, No. 1

University of California, San Francisco
San Francisco, California 94143

Address Correction Requested

Making the Campus Environment Safe



EHS technologist Arturo DeLeon prepares slide for asbestos measurement.

Arturo DeLeon knows asbestos. He can rattle off the names of different types, describe their characteristics and where they're likely to be found. Crocidolite, for example, is the most toxic, but rare. Chrysotile, on the other hand, is the most common in the U.S. and found in small amounts in the fire proofing in older buildings, explains the environmental health and safety technologist.

Before coming to UCSF 10 years ago, DeLeon was a conventional light and electron microscopist in a UC-Berkeley School of Public Health lab which studied discharge from the lungs of asbestos workers.

DeLeon—who has a master's degree in genetic, environmental and occupational toxicology—can recite the reference codes to the many safety standards, but he would not be content as an encyclopedia of asbestos knowledge. He enjoys going out into the blue collar world to teach and monitor asbestos safety. And that has been his task the past several months.

Assigned to Physical Plant from the Office of Environmental Health and Safety, DeLeon works with UCSF craftworkers and outside contractors who make repairs inside walls and ceilings where there might be asbestos-containing material. DeLeon often is the first to enter such an area, and whether it's adjusting his respirator properly or practicing some other safety measure, he tries to set an example. "I have to be the first and a good model if I want others to take safety seriously," says DeLeon, once a premedical student in the Philippines, who has found happiness in the field of environmental health.

Most buildings constructed before 1980 have asbestos in insulation or fire-proofing materials. At UCSF, all except Long Hospital and the Dental School building contain asbestos in certain areas. These locations include steel frames which have been sprayed with material containing asbestos; ducts in crawl spaces and exposed piping in certain corridors, which are covered with insulating materials; and insulation in equipment rooms and other areas. Physical Plant keeps a complete inventory of locations where there is asbestos, and interested employees can consult that department.

Campus policy calls for containment and control of asbestos to keep the air from becoming contaminated, and that is achieved through primary barriers—walls, ceilings and duct coverings—which ensure that asbestos particles do not penetrate into the workplace. "As long as these barriers are undisturbed they will completely contain the asbestos," says Reynold Brown, MD, director of Environmental Health and Safety.

For repairs and construction, however, some of these barriers must be moved. Those involved in such work must secure a permit from Physical Plant, which reviews each project before its start. That's where DeLeon comes in.

He inspects sites to determine possible asbestos exposure and what precautions must be taken. A pipe repair job that requires cutting asbestos lagging would call for stricter measures—special vacuums and filters, for example—than would removing a ceiling panel to check the piping only.

In addition to its containment measures, the campus has instituted a continuous program of removal of asbestos materials. Those jobs are handled by an approved outside contractor and have very strict guidelines. DeLeon uses a 37-item safety control checklist when monitoring those jobs.

During a project, DeLeon makes sure that safety codes are being followed and after job completion that the area is safe for the public or the next round of workers. He provides Physical Plant with detailed reports.

The tools of his trade are many, and his job takes him all over the campus. To inspect an asbestos removal project in the Medical Sciences building, DeLeon donned a respirator and made his way through the four protective chambers, which included dirty equipment and shower rooms to prevent any contaminated materials from leaving the area. Outside, large warning signs were posted, and the area was properly sealed from the public, he found to his approval.

Later, in the EHS laboratory in the medical research building behind the Health Sciences Towers, DeLeon analyzed a tiny sample of insulation material for presence of asbestos fibers. The test is a delicate one, using a special slide-staining technique and polarized light microscopy to detect fibers. In the lab, he also checked air samples, which he collects at construction sites before, during and after jobs. "If the count is .01 fibers per cc, based on a sample of 3000 liters of air, the area is considered clean," he explains.

DeLeon is one of four industrial hygiene technologists in an EHS unit supervised by Art Reich. Each is able to handle a variety of laboratory tasks as well as act as campus advisors regarding chemical and environmental safety. While DeLeon works with Physical Plant for construction and maintenance projects, Reich is the main EHS resource person for general questions about asbestos.

(Continued on page 12)

Founders Day, 1986!

At its Founders Day celebrations, April 2-3, UCSF honored 18 individuals for their outstanding contributions to the campus and community. Awards were presented in six categories.

- **The Chancellor's Award for Exceptional University Service,** given annually to long-term employees who have consistently performed at a level beyond what is ordinarily expected, went to:

Bessie Brooks, a hospital assistant in the Dermatology Clinic and a UCSF employee for 26 years. "She has been a paradigm of stability and continuity in the Dermatology Clinic during times of enormous change," says administrative nurse Mary Friedman. "During the past two years there have been appointments of a new department chairman, clinic chief and administrative nurse. Mrs. Brooks has supported the accompanying changes and has helped other staff members adapt. She provides a warm and nurturing environment for families, patients, staff and physicians. On many occasions she has baked pies and cakes for needy patients."

Iris Gartner, supervising technologist for the microbiology clinical laboratories at SFGH and a UCSF employee for nearly 26 years. Gartner is credited with helping SFGH researchers develop a laboratory method for diagnosing pneumocystis pneumonia in AIDS patients. "Quite clearly, without Ms. Gartner's efforts, many of our patient evaluations would be far more laborious and invasive than they currently are," says Philip Hopewell, MD, of the chest service at SFGH. "Her services clearly benefit the University, the medical staff and, most important, the patients at SFGH. She without question has had a lasting impact on those persons she has helped train, both technologists and physicians."

Haydee Gunn, principal clerk in Medical Records and a 16½-year campus employee. "The mutual respect and the cooperation that have developed between the Hospital Risk Management Office and the Medical Records Department can be attributed, in large part, to Ms. Gunn serving as a role model for the two areas," says Hiroshi Tokubo, hospital risk coordinator. "I have personally observed Ms. Gunn's interaction with visitors, patients and other employees, and she always displays the same genuine concern and pleasant personality. A cynic might argue that no long-term employee, working in a stressful environment such as Medical Records, could exhibit these positive characteristics. Ms. Gunn, however, would prove any such cynic wrong."

Kathleen G. Hecker, administrative assistant in the Division of Cardiology for 18 years. "Her knowledge of University operations helped us become acquainted with the 'system' and relieved us of mountains of paperwork and detail, which she handles with ease, speed and accuracy," says cardiologist Kanu Chatterjee. "Personally, Mrs. Hecker has functioned as the department historian, remembering each fellow and faculty member in the program since the early sixties. She has followed their careers and is in regular touch with most of them. She has a pivotal position in our department and has contributed to its growth both nationally and internationally."

Ron Overman, a materiel management truck driver for more than 18 years. "Ron is that exceptional person who you know was there but wonder if you actually saw. He moves quickly while constantly being conscious of safety," says traffic manager Howard Johnson. "Ron performs a tremendous service by shuttling vital materials needed by the hospital and campus. Often I walk from my warehouse office into the main complex. As I pass the area where Ron is loading his truck, I notice a partially eaten sandwich nearby. Ron is eating on the run again to maintain his schedule and provide the best possible service to the campus."

Lois Wong, a data control clerk in patient accounts and a 15-year UCSF employee. Her diligence and knowledge of data processing have led to many systems improvements, and more accurate and timely billings, says Robert Rush, rate analysis manager for patient accounts. "If we could record on each patient's statement every time the efforts of an employee went beyond the scope of her or his duties, each and every statement would contain the message, 'Lois reviewed this account.' "

- **The Chancellor's Award for Public Service** recognizes UCSF members who have performed outstanding service to the campus and/or community beyond that required by their University position:

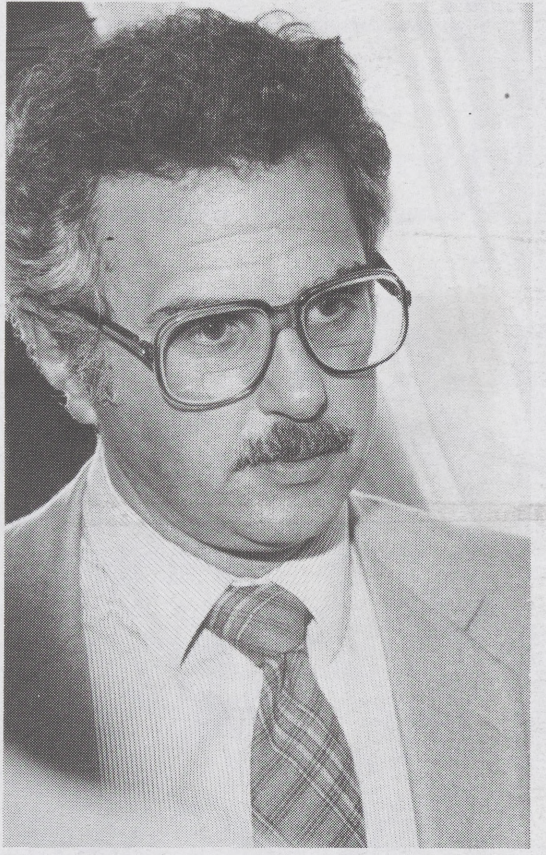
Oscar Salvatierra, Jr., MD, chief of the Transplant Service, was recognized for his advocacy of equitable public access to a broad range of organ transplant services. Despite initial opposition from medical organizations, he persevered and helped develop state and federal legislation to promote a more humanitarian approach to distribution and funding of organ transplant services.

E. Leong Way, PhD, professor of pharmacology and toxicology, was recognized as a driving force in modifying attitudes and legislation concerning drug abuse. While campaigning to expand research, he was an early advocate for sensible and rational approaches to drug abuse. In addition, he helped open new channels of scientific communication and exchange with scholars in China and Japan.

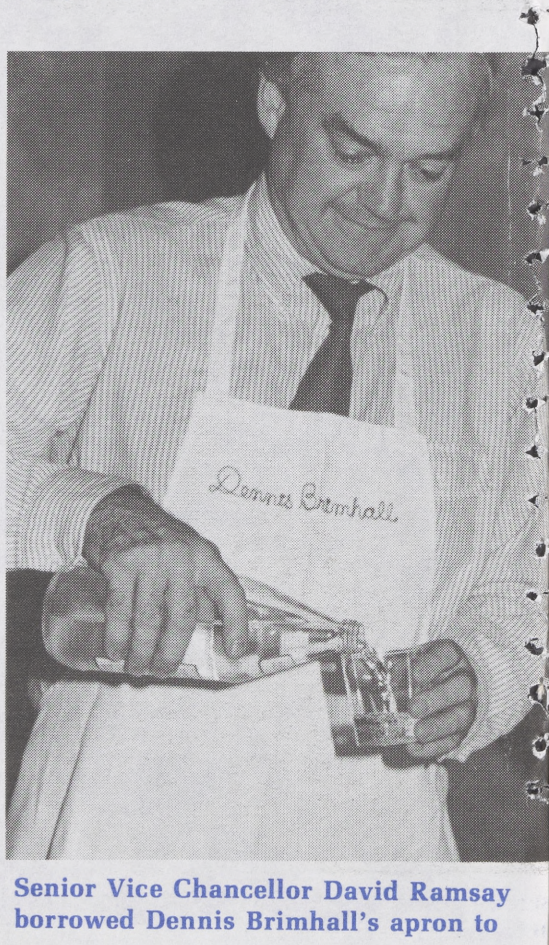
Hiroshi Tokubo, hospital risk coordinator, was honored for his continuing commitment to several

Nurse Hilary Parsons shared a happy moment with friends and coworkers.

Mary Dunselman, nursing director Helen Ripple.

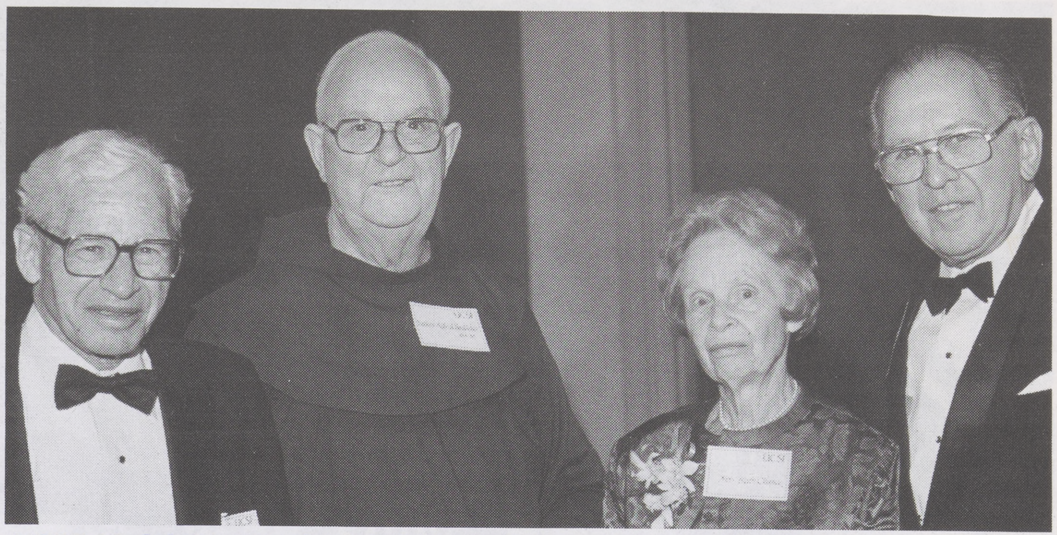


Faculty Lecturer Bruce Alberts.



Senior Vice Chancellor David Ramsay borrowed Dennis Brimhall's apron to

Public Service Award winners Oscar Salvatierra, E. Leong Way and Hiroshi Tokubo.



UCSF Medal winners Saul Robinson, Father Alfred Anthony Boeddeker, Ruth Chance and Robert L. Kroc.

Left, at the staff party they danced and, above, enjoyed the festivities.

Staff awardees, clockwise, Iris Gartner, Ron Overman, Lois Wong, Kathleen Hecker, Bessie Brooks, Haydee Gunn.

UCSF students celebrated with a dance of their own.

serve drinks with Chancellor Krevans at the staff party.

community organizations concerned with social and political justice, including the Japanese Community Youth Council and the Japanese American Citizens League. "He has provided dedicated administrative and strategic leadership to these established organizations, and his tireless efforts and commitment of personal time and resources are an example to others." Tokubo received the Edison T. Uno Award, given in memory of the late UCSF assistant dean of students and one of the first winners of the Chancellor's Award for Public Service.

- **The Distinguished Nurse Award,** presented annually by the departments of nursing, recognizes an outstanding contribution to nursing. **Mary Dunselman** was honored for her leadership at the Psoriasis Day Care Center, where she has been head nurse since 1973. Dunselman has not only been influential in providing dermatological therapy, but also in teaching patients about their disease, promoting educational well-being, and helping patients exercise and relax using various accepted methods. In addition to her teaching here, Dunselman has been a leader in the Dermatologic Nurses Association, helping establish nursing programs at a number of other psoriasis day care centers throughout the country and world. She was recently the guest speaker at the opening of a new center in Dublin, Ireland.
- **The Jeanne M. Yalon Memorial Award,** established in 1984 in memory of the distinguished oncology nurse, recognizes dedication and caring service to cancer patients. This year's winner, clinical nurse **Hilary Parsons,** was selected for her consistently excellent and compassionate care of patients on 11-Long. A UCSF employee for eight years, she started here as a laboratory assistant, then worked as an LVN, completed her nursing degree in 1983, and was promoted to clinical nurse III in 1985.
- **The UCSF Medal,** the highest campus honor, which recognizes individuals from the community for contributions to health education, community health care and public service, was presented to:

Saul Robinson, MD, an eminent pediatric cardiologist and UCSF faculty member for 40 years. He was honored as an advocate of quality health care for small children and a pioneer in the field of

(Continued on Page 4)

Officers John Fox, left, and Reggie Hamilton, an alert pair.

Veteran and Rookie Make Heroic Team

UCSF police officer Reggie Hamilton had just "hit the streets."

The new graduate of Los Medanos Basic Police Academy in the East Bay was halfway through a routine second day at the job on the clear and chilly predawn morning of January 9. Suddenly, he and his partner, Field Training Officer John Fox, a seven-year law enforcement veteran with three-and-a-half years on the UCSF force, were briskly evacuating some 20 people from two burning apartments in the Western Addition.

The two officers were traveling on Oak Street on their way to answer a call from the Hunter's Point animal facility, and Fox was training Hamilton in various patrol "basics," such as watching while cruising at an easy 15 to 20 mph and remembering doorways, street corners or alleys with a history of trouble. Fox was telling his junior partner, "Always drive with the windows down, so you pick up any unusual sounds and smells."

Both men noticed the smoke at the same time, and they slowed to look for the source when they were flagged by a man who had spotted the first signs of fire from a three-story frame building around the corner on Page Street.

As they rounded the corner and stopped at the house, activity increased. While Fox radioed the city Fire Department, the smoke thickened, and an elderly woman ran up and cried out that her legless husband was inside, upstairs.

Rescue got off to a harrowing first few seconds, when the officers found themselves momentarily stalled at the locked security gate. The woman followed them with a key. They rushed into the building and up to the first landing, where the elderly man was confined to his wheelchair. They carried him to safety, reentered the house, now thick with suffocating smoke, and evacuated the other tenants by shouting, pounding on walls and doors and herding people to safety. When the fire spread to an adjoining building, Hamilton ran over, raced up several flights of stairs—"using flashlight, legs and vocal cords"—and awakened and evacuated residents there, while Fox finished clearing the first building.

In the hour that followed, the two officers kept a growing crowd of upset and curious people from darting back into burning homes to retrieve possessions or from getting too close to flames, bursting windows and snapping electrical wires. And, yes, says young Reggie Hamilton, when the moment arrives, even a rookie finds himself equipped to assume what police officers call "command presence."

"I didn't tell them how new I was," he said, "because they wouldn't have had confidence in me. But in an emergency situation, someone has to tell people what to do. You just take charge."

UC President Gardner proudly reported the incident to the Board of Regents at their first meeting at the UCSF-Laurel Heights campus in January; and Fox and Hamilton were awarded the Medal of Valor, the highest honor a University of California police officer can receive for bravery in the line of duty, Chief Raymond Clark said. "Their actions are a reflection of the dedication and professionalism that our officers display on campus and in the community at large. The emphasis we all place on public safety is a joint venture, and most of our success is due to the cooperation we extend to one another," Clark said.

But law enforcement by nature is founded on teamwork, all UCSF police officers agree, whether it's helping a partner in a jam, or backing up a unit of strangers from the San Francisco Police Department.

It's also a profession that has traditionally generated its share of hostility because it has to cite people for parking, traffic and other violations—a minor part of the job, says Fox. "Our main goal is service and protection, and January 9 was our chance to demonstrate that—for ourselves and the department. Something like this can make up for a whole backlog of negative experiences."

For Reggie Hamilton, his second day on the force was an indoctrination that reinforced his career choice. "It makes me want to stay for a lifetime," he said.

Michele Liapes

Founders Day

(Continued from Page 3)

pediatric cardiology. A former president of the American Academy of Pediatrics, he is highly regarded by his friends and colleagues as an experienced clinician and teacher who utilizes the art as well as the science of medicine. Robinson has received many other UCSF honors, including the Charlotte Baer Memorial Clinical Faculty Award and the Kaiser Award for Excellence in Teaching.

Father Alfred Anthony Boeddeker, a teacher, priest and pastor who since 1935 has fed and provided shelter for hundreds of thousands of homeless and poor. He founded many free facilities for the poor, including St. Anthony's Dining Room and Medical Clinic, the St. Francis Family Guild and Madonna Residence for Women in San Francisco, and La Casa de las Pobres in Mexico.

Ruth Chance, an outspoken champion of civil rights and a national spokesperson in the field of aging. Chance, an attorney, is a senior scholar at the UCSF Institute for Health and Aging. She was executive director of the Rosenberg Foundation from 1958 to 1974, and in 1985 she received the distinguished Grantmaker Award from the Council on Foundations for her achievements in enhancing the role and understanding of philanthropy in American life.

Robert L. Kroc, PhD, a respected endocrine physiologist and pharmacologist and a longtime friend of the scientific community. From 1969 to 1985, he headed the Kroc Foundation, which awarded UCSF $1 million to establish the Robert L. Kroc Chair in Rheumatic and Connective Tissue Diseases. The chair is now held by Edward J. Goetzl, director of the Division of Allergy and Immunology.

- **The Medal of Valor,** the most prestigious award that a police officer can receive, was presented to UCSF officers **John Fox** and **Reggie Hamilton.**
- **The Faculty Research Lecture,** sponsored annually by the Academic Senate to honor a distinguished faculty member, was presented Wednesday morning by **Bruce Alberts, PhD,** professor and chair of the Department of Biochemistry and Biophysics. Alberts' work has expanded understanding of the complicated process of DNA replication, and he has developed strategies that offer new directions for further investigation in cell biology.

Andy Evangelista

PEOPLE

All That Jazz

Vocalist Ernestine Florence.

If you have stage fever, shedding the fright that goes with it can be a slow process, according to jazz vocalist Ernestine Florence. In fact, after three years of performing at clubs, private parties and in February on campus for the MU noontime cabaret series and Black History Month, Florence admits that she sometimes thinks she has a long way to go.

Florence, who had been singing since childhood in church choirs and informal talent shows, decided to become a serious vocalist 13 years ago and began studying music at Lone Mountain College. She stayed with it in classes and workshops before finally giving her debut performance 10 years later at the Off Plaza in San Francisco before an audience of friends, family members and co-workers at the Institute for Health Policy Studies, where she is an administrative assistant.

"My mouth felt like cotton," she says. "Then I worked out of that and into a quavering voice. It's devastating when you don't do as well as you know you can."

The second set went better. "Then you relax. You focus on the lyrics and what you want to get across to the audience, and start enjoying what you're doing."

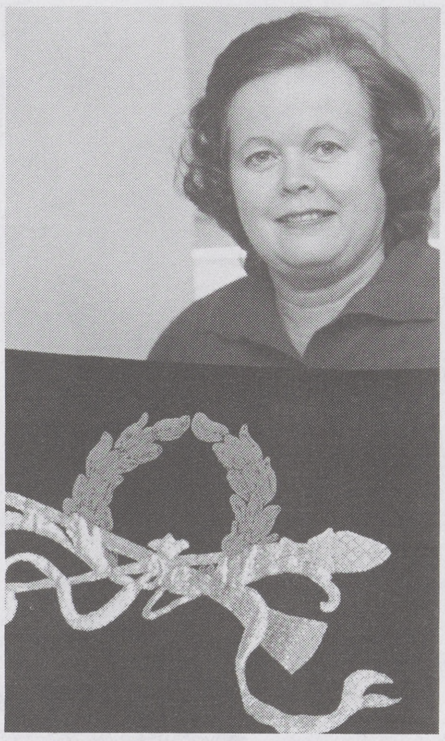
These days she keeps practicing her stage presence at supper clubs, private parties and open mike nights at Joe Six's Showcase. The bus trip from her Western Addition flat is made worthwhile by the Showcase's enthusiastic audiences, the singing waitresses and her fellow performers—"an interesting assortment of hopefuls."

She frequents Sherman Clay in quest of new sheet music, which she and pianist Allen Steger arrange in her key. Her personal variations on a Duke Ellington or Dinah Washington classic—say, an uptempo change at the bridge in *Mood Indigo* or a spicier rendition of *What a Difference a Day Makes*—depend on her interpretation of the song.

Florence, who wants to perform more regularly in San Francisco cabarets before branching out to other Bay Area cities, says that she's a natural introvert who's learned from her audiences how to make small talk.

"And now I've gotten to the point where I realize I'm good enough, and that people want to listen." Suddenly she laughs. "At times," she says.

Stitch in Time


Needleworker Anne Holly.

A UCSF needlework artist is helping to restore a famous hotel in the heart of the Mother Lode country. Nuclear medicine senior technologist Anne Holly is hand-embroidering the plush upholstery for a duplicate of the S-shaped "conversation sofa" that graced the lobby of Columbia's once elegant Fallon House throughout the Gold Rush years.

The original sofa is now in the State Archives, and Holly—who was hired for the project by the California Parks and Recreation Commission—is recreating the new cover to be authentic and durable enough to withstand tourist wear and tear. So far, she has completed three of the four identical panels, all featuring a shimmering gold design—a crossed horn and scepter within a laurel wreath entwined by streamers—precision-stitched into a background of forest green mohair.

Each panel is approximately a full week's work for Holly, who finds weekends and holidays—"when the mood is right"—the best times to sit down at the large wood frame she has set up in her dining room. "If you're tired or angry," she says, "it shows in your stitching."

Apparently, Holly never limits herself to one embroidery project at a time. "I'm always doing others in my head," she says. Currently, these include a silk oriental fan, a new dress for two-year-old granddaughter Elizabeth and 500 cushions for her church.

In fact, possibilities for new techniques, designs or color schemes are endless, according to Holly, who is constantly on the lookout for unusual fabrics, threads and cordings. Many projects never get finished, but that's okay. "Once I've worked through an experiment in design or technique," she says, "I've gotten what I wanted out of it. I don't need to find the time for the tedious part—the actual labor to produce it."

An active member of the National Embroiderers' Guild, Holly travels the country to its seminars and conferences, where she tours regional displays and exchanges ideas with "kindred souls" in the craft.

But then, for Holly, embroidery is always more stimulating when she can work with others. She would like to start a lunchtime needlework group on campus, but isn't sure how to begin. "There must be some people who do it," she says.

Bowls and Bells

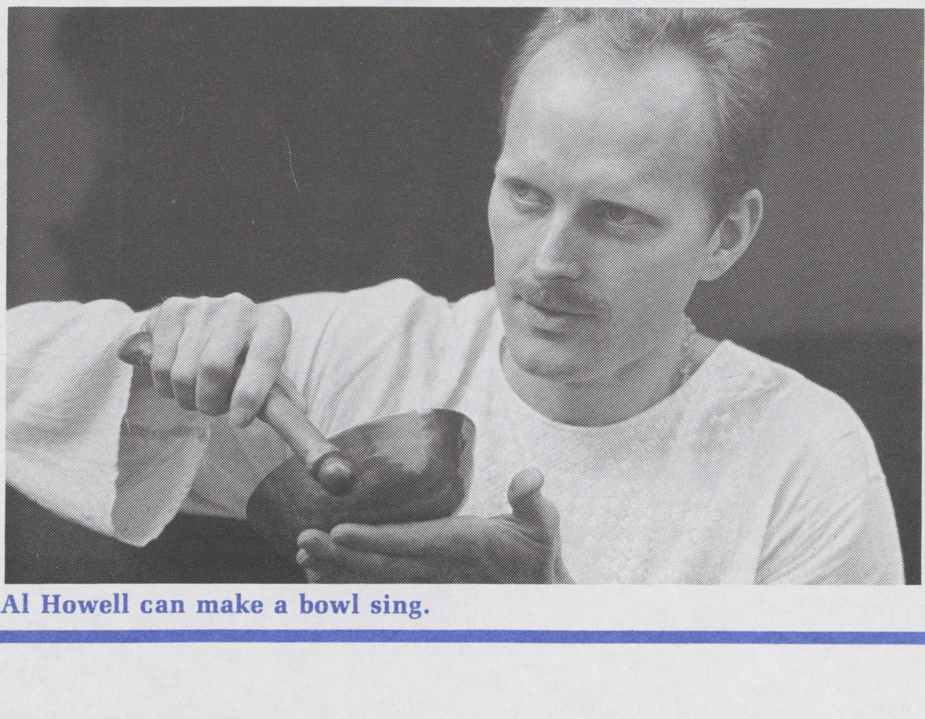
There is, says Al Howell, no sound quite like a singing bowl—or, for that matter, a pair of seven-foot Tibetan "long horns," a tingsha, or the vibrant conch shell. All of them are Himalayan ceremonial instruments, which Howell, a Reprographics Department sales representative, plays regularly as a member of the Bay Area performing duo Himalayan Bells.

It all began for Howell, who otherwise has no musical backround, one evening some 10 years ago, when he was browsing in a small Tibetan shop in North Beach and first heard the clear, high-pitched sound of the four-inch bowl played by a man as he rubbed the rim with a stick. "It was like nothing I'd ever heard before," Howell says. "It was just a tiny little bowl, and I had to have one."

He's been collecting bowls and other types of bells, along with horns, drums and cymbals since. All of them were obtained here in the Bay Area. Howell and Himalayan Bells partner, Richard Moffett, have had a steady following since they began performing in a South-of-Market loft in 1979. In addition to frequent bookings at Shared Visions in Berkeley and at other informal spots and private parties, they have been invited to play this year at various Himalayan events in New Mexico, Texas and Hawaii.

The instruments also sparked Howell's interest in Buddhism, and for the past year he has been a member of the Karma Kagyu sect. He says that Himalayan Bells performances are really musical rituals rooted in Buddhist philosophy. "I'm still a beginning student," he explains, "but the underlying idea is that, throughout our lives, we are constantly creating karma through the accumulation of our actions and emotions, good and bad, positive and negative. And what you put out day to day is what eventually comes back to you."

Howell and Moffett do not rehearse. Performances are spontaneous, and they begin each with a dedication to "everyone's most unselfish wish coming true." Howell says that the very sounds of a Himalayan instrument—especially the overtones that resonate from, say, two long horns or singing bowls of identical pitch—lend themselves to unique "and mysterious" duets. "It's really two souls coming together in a dialogue," he says. "It's amazing what one person can do with one instrument and a stick."


Al Howell can make a bowl sing.

Michele Liapes

Lottery Aids Child Care Center

The cash register hums incessantly at the Union Express, ringing up sales of candy, soft drinks, magazines, photographic film, gifts, athletic apparel and more. Plus the 1,000 California State Lottery tickets sold there each week.

When the first lottery tickets went on sale in the Millberry Union shop October 3 last year, people lined up all the way to the sidewalk to buy them, according to cashiers Jeff Lott and Genet Mulugata. Things simmered down after the novelty wore off, but ticket sales have continued to be heavy, especially early in the morning and late in the afternoon when people come to and go from work. (The shop's weekday hours are 7:30 am to 5:30 pm.)

"We see the same lottery players day after day," says Mulugata. "When they win small prizes, like $2 or $5, they almost always use the cash to buy more tickets. We have one customer who buys about 100 tickets once a month and sends them to her family in Hawaii."

Lott adds: "The vast majority of winnings are small ones; however, we have had a lot of people win $100 or more." Lott is, himself, a $100 winner. He reports the biggest prize to date for a ticket sold by Union Express was $5,000, received by Dr. Carolina Braga, associate professor of ob/gyn. (See accompanying story.)

The lottery players represent a broad cross-section of the campus population, according to the cashiers.

Although many know the lottery helps support public education, most customers are not aware that five cents of every dollar paid for a lottery ticket at Union Express specifically benefits the nonprofit UCSF Child Care/Study Center. This windfall represents the five percent per ticket that ordinarily goes to the dealer as compensation for handling the ticket sales. It has nothing to do with the major share of the statewide lottery profits that aids the public schools.

Mark Shannon, financial manager, Student Business Services, says: "One of the reasons that lottery ticket sales are allowed on this campus is that the Child Care Center benefits. Other reasons are that students here are over age 18 and the daily campus population includes a large proportion of visitors."

The seven-year-old Child Care/Study Center is a model worksite program providing day care for 48 preschool children of students, faculty, staff and community members. "Because the enrollment fees don't cover our costs, the Center must constantly seek additional sources of funding," explains director Meryl Glass.

"The idea of applying to the state lottery administration for this special arrangement originated with Farrell Thomas, past president of the Friends of the Child Care/Study Center, which is constantly looking for ways to raise money.

"It should be a great help in reducing our deficit and meeting the endless need to replace supplies such as crayons, games, story books, furniture, and so forth," says Glass.

Mark Shannon estimates that lottery ticket sales at the Union Express should raise about $10,000 a year for the Child Care Center.

Rose Best, manager of the Millberry Union Book Store, is responsible for overall management of the Union Express, and Tom Butler is supervisor of the shop.

Cashiers Lott and Mulugata agree that, although the brisk demand for tickets has made their jobs more hectic, it also has made their lives more interesting.

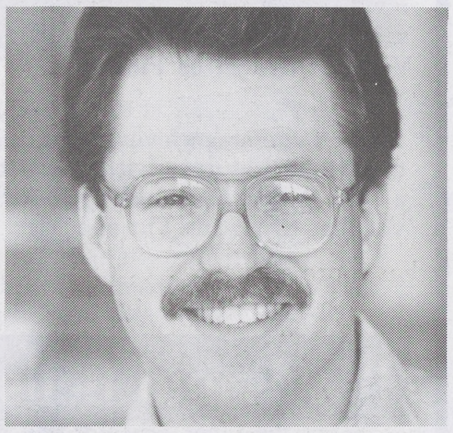
"When people come up with winning tickets and I see their faces light up, I think I get more excited than they do," says Mulugata.

Claire Leeds Wray

Union Express cashiers Jeff Lott and Genet Mulagata sell a lot of lottery tickets.

Do you buy lottery tickets? (Asked at the Union Express in MU)

Mabel Williams, principal food service worker, Faculty Club: I haven't won a darn thing—at least nothing very big—but I keep on buying tickets two or three times a week. I'd love to win enough to take a trip to some beautiful place, like Rio De Janeiro. My luck was better in Washington State, where I won $100 in the lottery.



Paul Riofski, administrative assistant, Division of Oral Biology: The lottery doesn't excite me at all. I've never bought a ticket. Instead of wasting money that way, I need to concentrate on getting out of debt. As for those instant millionaires people say they see on TV, I wouldn't know, because I don't watch television either.

Erik Reinecke, staff research assistant, Drug Studies Unit: Whenever I read or hear about someone winning millions, I tend to go out and buy a ticket—about once every two weeks. I won $2 just once. Although I don't consider myself expecially lucky, I'm reasonably successful at poker. The lottery is fun, too. I get my dollar's worth.

Mort Bali, hospital worker, Anatomic Pathology: No, I haven't bought a single ticket, and I don't intend to. The odds are no good. Not in my favor. Way out of sight. I'd rather take my chances on the football pool.

Idell Horn, clerk, Radiology: Every morning before I leave after the night shift, I stop by the Union Express to buy a candy bar or Coke and two lottery tickets. So far, I haven't won more than $2, but I'm going to keep buying tickets until I do win big. Then I'll use the money to buy a house for my family.

Pat Mulray, driver, UCSF-SFGH shuttle bus: The California lottery is too hard to win, but I do buy tickets occasionally. I don't care for the instant winner, scratch-off system. In New Jersey, where I used to live, you can make up your own four- or six-digit lucky number and then wait for the winning numbers listed after the weekly drawing. You can play your hunches, and the outcome has more suspense.

Marc Hamel, administrative analyst, CVRI: I'm superstitious about buying too many tickets, so I limit myself to one or two occasionally, Naturally, I can think of things I'd like to do if I won a lot of money. Make a down payment on a house—how else can anyone afford one? Buy something nice for each member of my family. Also, a big donation to a favorite charity would be a moral obligation.

Benny Usog, research staff assistant, Neurosurgery: Since I think my chances of winning are as good as anyone's, and a dollar doesn't go very far anyway, I set aside a dollar every week for a ticket. If I should be really lucky, I'll use part of the money to do something to help disabled children, and I'll invest whatever is left.

Big Winners at UCSF

In spite of the long odds, anyone could be a big winner in the state lottery.

To prove it, two UCSF employees have both landed $25,000 prizes, and the Union Express reports that one of its customers has won a $5,000 prize. The $25,000 winners are Bob Hunn, chief dialysis technician, Kidney Dialysis Unit, and George O'Keefe, principal administrative analyst, Department of Medicine. Dr. Carolina Braga, associate professor, Obstetrics, Gynecology and Reproductive Sciences, is the $5,000 winner.

Hunn relates an incredible story about his big win. Starting out with a single ticket—a $2 winner purchased at the Jolly King liquor and convenience store in Mill Valley. He used the cash to buy two more tickets at the same store. These too were winners, good for a total of four free tickets. Scratching one of them on January 19, Hunn came up with three aces and two queens. He was stunned to find himself $25,000 richer. His good luck was based on an investment of only one dollar, plus his subsequent winnings on seven tickets.

"I've never won anything before, and although I couldn't resist buying those tickets, I actually thought I was wasting my money. Was I wrong!" he says.

After the shock wore off, Hunn and his wife made reservations for a trip to Europe later this year. They'll invest at least half of the remaining money and Hunn plans to make a generous donation to a pet project.

He explains: "As part of my work toward my master's thesis, I've been volunteering to upgrade an acute kidney dialysis unit in El Salvador. In addition to collecting donations of surplus equipment, I'll make a couple of trips to El Salvador to help set up the unit. I hope my cash donation helps, too."

Since the lottery began, George O'Keefe had bought about a dozen tickets, including a few small winners. Her big win came in January at the Diamond Heights Safeway.

"My brother, visiting from Chicago, was with me at the time, and was as amazed as I was when we scratched off the ticket. I split the $25,000 with him.

"After the IRS took its share, I bought a water ski boat to use on Lake Sonoma near Healdsburg, where I have a weekend place."

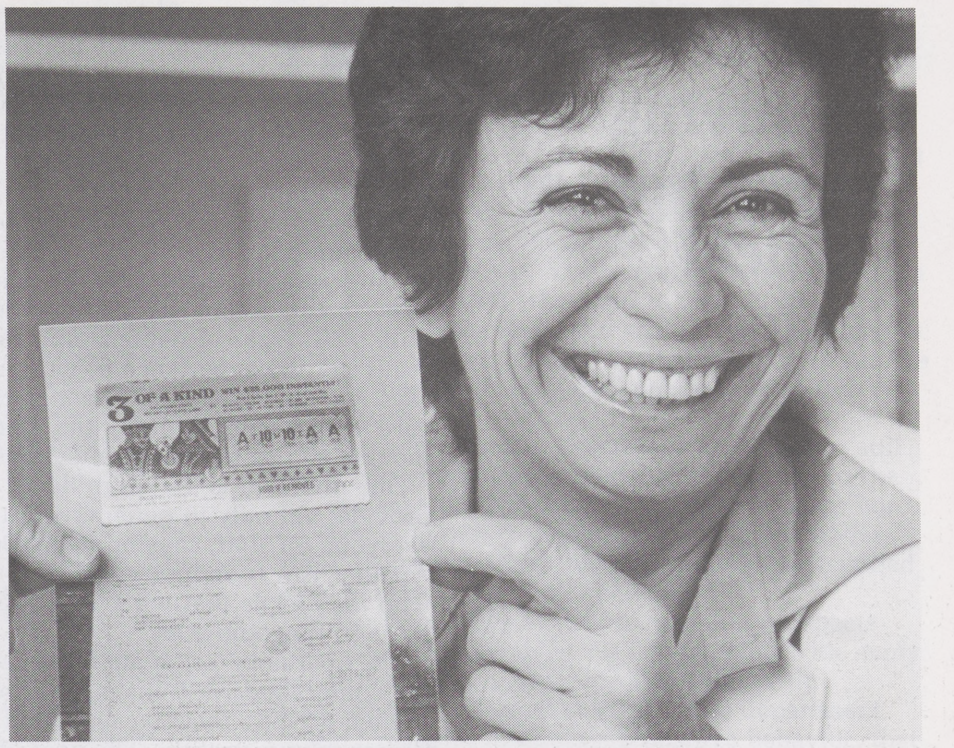
O'Keefe, who enjoys an occasional game of poker with friends, had no trouble naming her new boat. She calls it "Full Boat," in poker parlance meaning three of a kind and two of a kind. Her lucky ticket had a combination of three aces and two 10s.

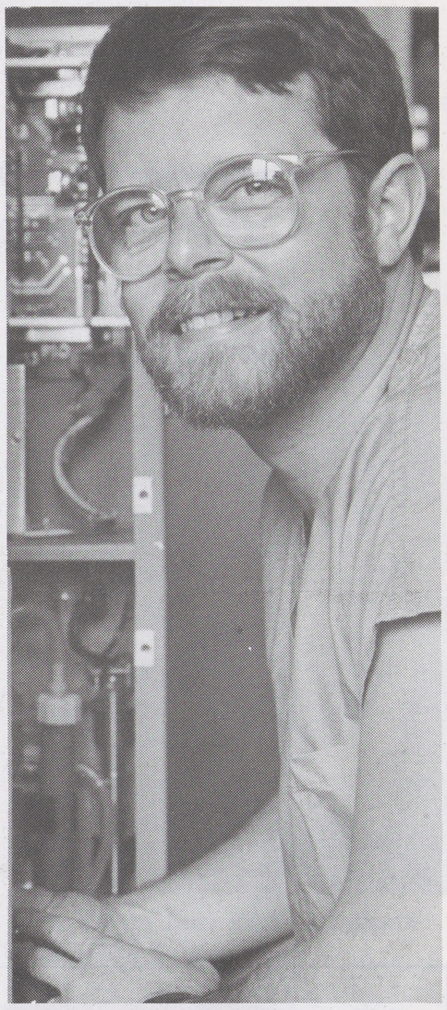
Dr. Braga also had been playing the lottery since it began, buying tickets two or three times a week. After winning a few two- and five-dollar prizes, her $5,000 payoff came on November 6.

"Although I go to Reno two or three times a year, and once won a $320 jackpot on a nickel slot machine, I've never had an experience like this," she says.

"I'm saving the money to go on a cruise when I can get away. And I'm going to keep on buying lottery tickets!"

Claire Leeds Wray





Top, George O'Keefe shows off winning ticket and voucher; above, Bob Hunn, who also turned $1 into $25,000; below, the lottery rubs Dr. Carolina Braga the right way.

Program Improving Interaction at Medical Center

When someone phones the Medical Center at UCSF—whether it's about CT scans, chest X-rays or the lithotripter (an instrument for disintegrating kidney stones)—Tom Anderson is going to know exactly where to place the call.

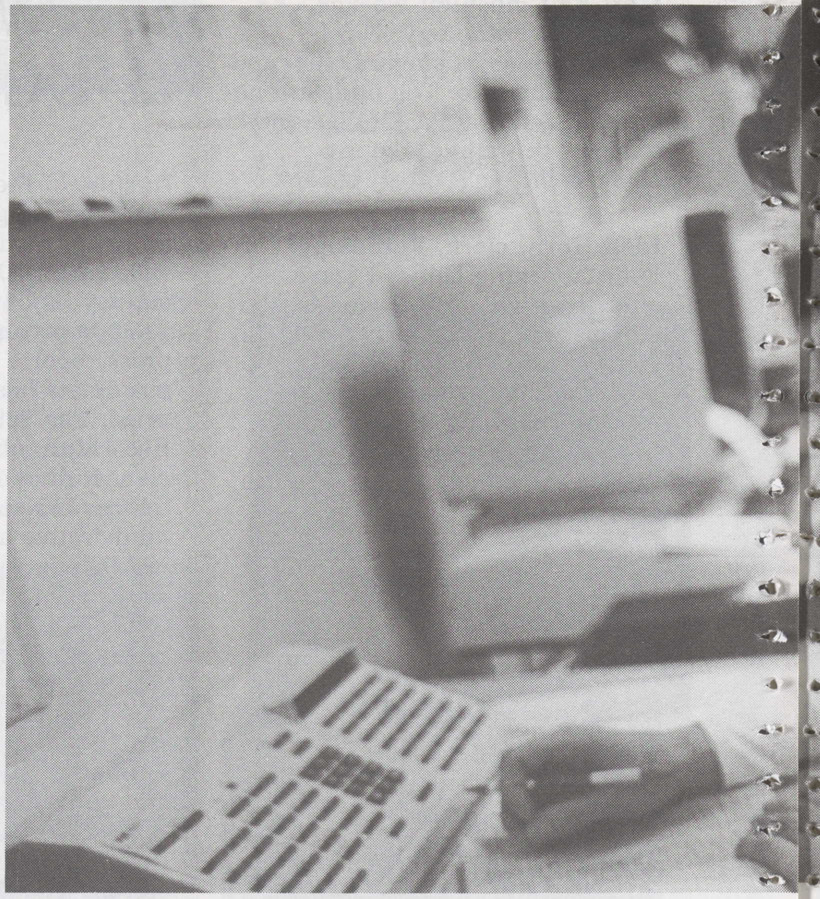
Anderson and the Medical Center's nine other telecommunications operators recently spent four months rotating through every hospital and clinic department, where they familiarized themselves with staff, types of patients and their routines. "We really got the experience of working in a hospital," says Anderson, who had no experience in a health care setting before joining the Medical Center nine months ago as telecommunications chief.

One dividend is the more direct service they now provide, not only to patients and the public, but to everyone on staff, says operator Delores McKnight. Another is a friendlier work day. "Now we know who the people that work here are. And, just as important, they know us."

The operators' orientation was an early step in the comprehensive Consumer-Oriented Services System (COSS), recently instituted by Medical Center administration. The goal of the program is to assist staff to develop a greater sensitivity to one another, as well as to patients, families and visitors. This should contribute to improved operations and greater patient satisfaction, according to Director Bill Kerr, who reminds us that "the Medical Center is not immune from the increasing competition of hospitals in the Bay Area." And like some businesses, hospitals have come to realize that strong employee relations is good business.

The difference between an airline, bank or hotel and us, Kerr continues, is that our mission is caring for people in crisis. So, nonstop efficiency, teamwork and sensitivity are elemental, and rooted in mutually responsive dealings, day-to-day, between coworkers, from telephone operators to doctors, nurses, custodians, technicians, supply clerks and others. In short, says Kerr, "Everyone has a part in making the total experience for the patient."

Throughout the two-year COSS training program, all fulltime Medical Center employees will attend a series of sessions focused on such issues as telephone courtesy, improving interaction with patients and family members and developing public contact standards. The content is primarily what Kerr calls "a reaffirmation of the importance of little things." In-house coordinator is Kathy Balestreri of Medical Center administration, and the overall plan is the work of private marketing consultant Rita Fritz, who also has been training members of the Medical Center staff as session leaders.



Chief operator Tom Anderson has learned the routines of Medical Center staff.

So far, everyone has been through at least the first session, which one leader, Molly Pfau, describes as an introduction to positive—rather than neutral—behavior. In a typical workday, says Pfau, head nurse in the cardiovascular special care unit, very few exchanges between people are really negative. But not many are marked by excess cooperation or cordiality either. Most are gray, and the purpose of the COSS introductory lecture, film and role-playing exercises, Pfau says, is to give people elementary tools for generating a more amicable and productive atmosphere.

None of the skills is particularly new. In fact, they are no more than basic codes that we all learned at home and in school, Kerr says. "Now they are becoming standards that will be part of the job description." All of them are "simple little things"—identifying yourself by name, for example, when calling coworkers to request a service; addressing them by name; letting visitors on and off the elevators first; offering to help someone in the hallway who looks lost.

Inside a COSS Session

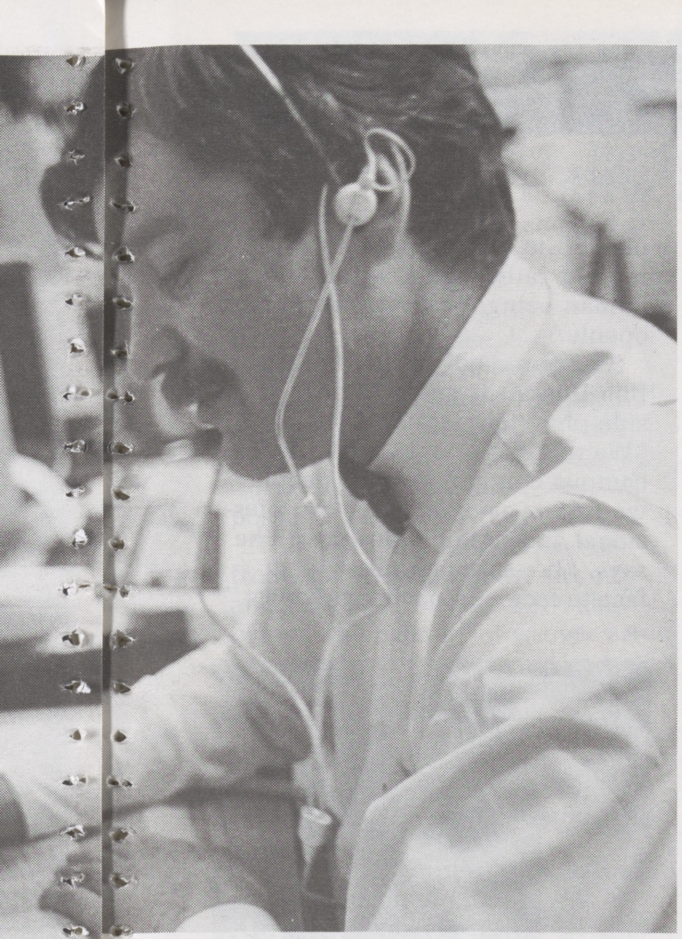
Barbara Bornemeir learns 'voice imaging.'

- An anxious caller wants an update on the condition of a seriously injured patient, her sister. The clerk in ER is not permitted to give out information, and everyone else is busy. What should he say?
- A nurse calls dietary services to request a late tray for a patient who is on a bland diet. The line server who answers the phone isn't allowed to take the order directly. Now what?
- A ward clerk phones maintenance for the second time to report a leaking water line that is starting to flood the kitchen floor. The supervisor replies that all repair people are on other calls, and the wait will be another three to four hours. The clerk is frustrated and impatient, the maintenance supervisor helpless.

These are a few of the simulated interpersonal plights that all Medical Center career employees took their turns rehearsing last month in a COSS "voice-imaging" session on basic phone conduct. Approximately 20 people at a time attended the hour-and-a-half program aimed at avoiding the potential over the phone for abruptness, indifference and terminal hold. Participants trained by taping and evaluating their own performances before and after a mid-session refresher on such traditional basics as referring a caller to someone else who can help him, standing ready to take a message, identifying yourself by name when answering the phone, and—probably the most important—cultivating an agreeable, cooperative tone of voice.

These, along with guidelines for putting callers on hold, dealing with wrong numbers and transferring calls, are becoming required Medical Center standards and part of every job description.

Still, all of them are merely old habits that won't be hard to reacquire, according to Marleigh Stone, one of the 40 Center employees recruited as group facilitators for the voice-imaging sessions. An administrative assistant for Hospital Building Management, Stone is used to fielding trouble over the phone, and says that a positive approach makes even the most rigid impasse look solvable. "The basic idea is for everyone to start coming across as someone you'd like to talk to more often."



"People constantly need information on where to go," says custodian Roland Karganilla, who now finds himself automatically making the added effort to help. "I never used to pay attention before," he says. "I've become much more responsive and sociable."

Managers and supervisors are extending themselves too, says Gloria Romero, an admitting worker who supervises clerks at the high-pressure reservations and bed control desk. After three management training sessions of lecture, role playing and group discussions about common plights—"I found out that others had the same problems I did"—Romero's relationship with her clerks has changed for the better, even when there's a slip in the work. "Now I begin by asking questions instead of criticizing," she says. "Results have been very positive."

Steady communication—downward and up—is essential to COSS success, according to Kerr. Results of a first employee opinion survey on job satisfaction, community image and other aspects of Medical Center life have been tallied by department, and attention to complaints is now required department routine. Also, Medical Center administration will respond to suggestions made in the "brainstorming" periods of COSS sessions.

The COSS outlook has already made big differences in nursing, according to Molly Pfau. All patients, after their discharge, will receive a personal letter from their primary care nurses, inviting them to call with follow-up questions or worries. "For the first time, we're reaching out to the community from the inpatient setting," Pfau says, and the slogan is, "We care!"

Still, some are dubious about the program's long-term effects on the place as a whole. Patient escort Alice Ford thinks COSS is a nice idea, but says that coworkers who were rude or difficult before still are. "Some people are set in their ways," she said.

Pager communications clerk Clarissa Williams agreed, then thought it over and remembered subtle differences in staff who used to snap at her over the phone. These days, she said, if she doesn't have an instant answer, "Some are willing to give me the time to help, and say they'll check back in two or three hours."

Clinic administration secretary Judy Deaton still notes occasional indifference or obstinance in the air, but says that COSS philosophy now gives her an excuse to butt in gracefully. A light reminder about collective effort "allows things to be handled with humor rather than criticism."

Molly Pfau looks at the far-reaching prospects with guarded optimism. "It's happening with many departments," she says, but not necessarily everywhere. "When someone in one department doesn't respond to another's positive behavior, that behavior isn't reinforced. Everyone has to participate, or it won't work."

And here, says Bill Kerr, is "everyone's" real hurdle—"It's all simple, but it won't be easy."

Michele Liapes

Vice Chancellor Erickson Ending 40-Year UC Association

Erick K. Erickson, vice chancellor–business and fiscal services and a champion of many needed changes at UCSF over the years, will retire July 1.

His association with the University of California spans more than four decades. It began when Erickson, a native of Eureka, enrolled as a business major on the Berkeley campus, where he later earned his MBA degree. During 15 years of employment at Berkeley, beginning in 1947, he served first as UC-Systemwide endowment and trusts officer, then as UC-Berkeley assistant accounting officer. When he was appointed accounting officer at UCSF in 1962, the campus had entered an era of transition.

"There was only a handful of administrative staff to run support services for the teaching, research and patient care programs of the professional schools," he recalls. That soon changed. After Erickson became UCSF's first vice chancellor in the administrative area in 1966, a large, increasingly sophisticated administrative structure and a multitude of specialized support services were developed.

The physical profile of the campus has changed dramatically during Erickson's 24 years here. He was involved in fiscal planning for construction of the Health Sciences Towers. Later, he submitted supporting testimony to obtain legislative approval of the School of Nursing and Ambulatory Care Center buildings. Other projects followed.

In the effort to soften the impact of physical growth, Erickson also played a key role. He helped form the first Office of Community Planning, giving neighbors a voice in campus projects. To relieve traffic congestion, he organized the transportation program, including the shuttle and van pool service.

The vice chancellor has had a special commitment to assuring full opportunities for minority employees. He participated in hiring UCSF's first affirmative action officer. During the late 1960s he worked with members of the Black Caucus and saw personally that their concerns were addressed.

"Erick and I have worked together since our days on the Berkeley campus. He has been both a mentor and colleague," says Herb Suelzle, senior vice chancellor–administration. "After the decentralization of the University in the '60s, Erick played the key role in establishing the administrative structure for the UCSF campus. His strong commitment to quality and integrity has served the academic and patient care programs as well. He will be sorely missed."

Erickson and his wife, Charlotte, a retired nurse and UCSF graduate, have six children, four grandchildren and two more grandchildren on the way. Following his retirement, they look forward to a European vacation "including a visit to some cousins in Finland we've never met." Then he'll begin classes in computer science, math and languages at Diablo Valley College, where Mrs. Erickson has been taking English literature courses.

Vice Chancellor Erick Erickson will retire July 1.

Claire Leeds Wray

New Looks for the Campus

Staff employees are invited to an informational meeting on Thursday, April 24, at noon in HSW 302 to hear plans for the new library and other campus projects.

A similar meeting was held last week for faculty and students, and a public hearing on the Environmental Impact Report for the library will be held on Tuesday, April 29, 7:30 pm, in Toland Hall.

The public is invited to a hearing and to offer comments on the draft EIR of the UCSF–Laurel Heights plan, Monday, May 12, 7 pm, in the UCSF–Laurel Heights Auditorium. The draft EIR is available for public review through May 30.

The library will be located on the north side of Parnassus Avenue adjacent to Millberry Union.

If all goes well, the project will go to the Regents for approval in July, and the library will be completed by 1990.

In order to make the construction of the library and other moves possible, a whole series of prior moves and construction will have to take place in the coming two years. These include:

- Laundry/Storehouse, MR IV, 532 Parnassus, and construction shops up the hill—demolition. Student Services Building (520 Parnassus) to be moved up the hill near the Physical Plant Building.
- Campus and Medical Center support services and construction shops displaced from these demolished buildings—move to "G" level of garage, CED building at 15th and Folsom, rented space near CED, and Oyster Point.

In addition, other physical improvements will include:

- Houses on Third and Fifth Avenues—housing primarily for students.
- Animal Research facility—extensive renovation.
- Basement of Medical Sciences building—new campus conference room and support services.
- Renovation of Millberry Union to add more locker room space and recreational programs, including exercise rooms.
- East and west lobbies of Medical Sciences—renovation.
- Hallways between HSE and HSW towers—add staff lounges. The 11th floor area has just been completed, and the 15th floor is scheduled for remodeling this summer.
- Moffitt Lobby—renovation to enlarge waiting areas and make the environment more attractive and less institutional.
- Ambulatory Care Center—a new employee lounge on the plaza level beneath the bridge to the elevator banks on Parnassus. The current lounge area is being remodeled to make room for the new ambulatory surgery program.
- Moffitt second floor—remodeling to improve dining facilities.

GAZETTE

CAMPUSWIDE

New Director's Entire Staff Brainstorms with Him

The word "excellence" is turning into a way of life at Physical Plant, according to new director Bob Hascall.

Hascall came to UCSF six months ago to hoist the department's $25-million-yearly business to new levels of productivity and professionalism in service. He's doing it, too, and says that it's because the plant's nearly 200 employees—from managers to craft workers—are now part of the decision making.

"The best ideas come from the people who do the work," says Hascall, who has incorporated "brainstorming" sessions into staff routine. Brainstorming is a contemporary and widespread problem-solving technique, whereby the people involved can speak out in a noncritical setting—safe from future repercussion—and Hascall has been recruiting "random mixes" of 10 to 12 supervisors and staff from different departments to pool suggestions. "You get to know each other by name, job and department," he says. "Then you begin working together."

One priority has been plantwide computer automation for paperwork by summer and joint decisions on type of software. The number and locations of the terminals are already final. The switch from an all-manual operation—this physical plant department is the last in the UC system to convert—will eliminate the excess of paperwork, Hascall says, provide customers with current and comprehensive updates on their jobs, and generally free people "to do their work better."

It is not, he continues, a threat to either the employees themselves or "the human side of day-to-day life," and on-the-job training in new skills will be provided. "I was surprised at how many here already are computer literate and play around with one at home, or use it for their household bookkeeping."

Hascall, an electrical engineer by background, was physical plant director at Western Washington University in Bellingham before coming here last October. After 17 years of university facility management, he says that sitting down to dictate piles of memos still isn't his style. "I spend a lot of time walking around, not to check up on people, but to learn what they're doing. I'd rather work with them as human beings—fairly, directly and openly."

And apparently that's the way Bob Hascall is going to deal, inside physical plant and out. "We're here to work with the campus community—the people we serve—as a business, a professional and credible business," he says. "It's so much nicer to sit face-to-face and exchange views."

Physical Plant director Bob Hascall.

RETIREES

She Helps Find Housing for Visiting Scientists

Managing the UCSF Sabbatical Housing Clearinghouse is a volunteer labor of love for retiree Virginia (Ginna) Bunker, former administrative assistant for training programs at the Cardiovascular Research Institute (CVRI).

The Clearinghouse is a campuswide extension of service she performed as part of her regular duties at CVRI, where she worked for 20 years.

"At any one time, CVRI may have some 150 postdoctoral fellows and 20 to 30 visiting scientists," she explains. "The Institute's late director, Julius Comroe, felt that these visitors couldn't effectively accomplish what they were coming here to do unless their families were happily housed."

Bunker enjoyed her work as CVRI's sabbatical housing finder so much that, when she retired five years ago, she enlisted the support of former Vice Chancellor George Evanoff and the assistance of the campus Housing Office in putting out a mailing each spring "to let the entire faculty and administrative staff know that I'm here to help."

She uses color-coded index cards to keep track of requests for housing and lists of homes that will be available anywhere from six months or less to several years—information that is usually relayed to her by phone. After she has found a suitable match, and provided as much useful information as she can to the prospective visitor, she leaves the final details to the host department.

Ginna Bunker.

"As a volunteer, I have to avoid expensive long-distance phone calls and long, involved correspondence."

The service is available to visiting faculty, scientists and fellows, as well as nonacademic staff and alumni.

People in the community wanting reliable temporary tenants, including ones who will water their plants and take care of their pets, make use of the Sabbatical Clearinghouse, which also finds rental housing for newly appointed faculty members who plan to buy homes eventually.

Bunker needs to know as far in advance as possible the size of the visiting family, whether they want a house or apartment, furnished or unfurnished, how many rooms, in what location and any special requirements. Most important, she needs to know how much rent they are able to pay.

"The high cost of housing in the Bay Area comes as a shock to some. I try to give them the facts of life as gently as possible and offer alternatives—even house sharing in some cases."

The Clearinghouse shares information with other Northern California universities and with the San Francisco Opera and Symphony administrators, who are in a position to know about local comings and goings.

There was the case of the visiting biochemist, Richard Warn, who was coming to UCSF for three months last year with his wife and two young children from the University of East Anglia, Norwich, England. Bunker solved their housing problem by offering to swap her own apartment for their house in England in order to enjoy a well-earned sabbatical of her own. While she was there, another retiree, Lois Riordan, former management services officer of the neurology department, managed the Clearinghouse in her place.

With as many as 20 to 30 calls a week at peak times, Ginna Bunker's volunteer job is time-consuming as well as challenging. "But I wouldn't have it any other way," she says. "It's a great way to keep in touch with all kinds of interesting people."

Claire Leeds Wray

Ginna Bunker and Lois Riordan are members of the new UCSF Retirees Association, which will be officially launched at its first annual business meeting on May 29, 10 am, in Toland Hall. For more information, call 731-3109.

The UCSF Journal, a publication of the University of California, San Francisco, for the campus community
532 Parnassus Ave., S.F., CA 94143
(415) 476-2557
Julius R. Krevans, MD, Chancellor
Michela Reichman,
Assistant Chancellor, Communications

April 1986, Vol. 10, No. 1

Editor: Andy Evangelista
Associate Editor: Jeanne Duell
Designer: Carol Kummer
Layout: Lydia Young

Editorial Advisory Committee: Randy Balch, Allen J. Balderson, Kathy Balestreri, Alice Baloff, Alcus Bill, Jim Crawford, Cheyney Johansen, Dianne Leiker, John Otto, Dennis Piper, Karen Robertson, Carol Stadum, Margaret Schneebeli, Barbara Stumpf, Margaret Warren, Jo Wheeler, Patricia Wizeman, Nancy Zinn

Photo Credits: Lauren Brill (1,9), David Roberts (2,3,4,5,6,7,9,10,11,12), David Powers (8), Mikkel Aaland (11)

Bringing in the Performing Arts

In her five months on campus as manager of the Committee on Arts and Lectures, Karen Attix has been capitalizing on experience, persistence, luck and her own sixth sense to provide the campus community with an arts program that sparkles with live music, mime, dance, comedy.

And to hear her tell it, the possibilities are just beginning.

This year, she already has introduced, among others, friend and fellow performer Bill Talen (whom she calls a "crossover artist, writer, storyteller, and comedian"), jazz vocalist and campus employee Ernestine Florence, New York pianist Robert Taub, and "another little jewel," the prestigious Bella Lewitsky Dance Company.

Performer facilities at UCSF are limited but unique, according to Attix, who has chosen to be intrigued and invigorated by the potential for "magic in what spaces there are."

But Attix has long experience in making the most of untraditional settings. "As a modern dancer, I'm used to them," she says. "I never perform in established theaters."

A second-generation native of Oakland, she studied with the San Francisco Ballet, and then joined the Merce Cunningham Dance Company in New York, where she also danced independently. When she came back to the Bay Area, she continued to produce her own performances, always in such "out of the way spaces" as lofts, churches and studios. She then represented the Oakland Ballet and San Francisco Pocket Opera as their agent for a year, before joining UCSF last November.

CAL's Karen Attix.

With this foundation, the new CAL manager now sees her essential professional role as one of three-way matchmaking between performer, space and audience. "You have to understand all three," she says, and apparently putting them together begins with such basics as providing a dancer with a good floor and lighting, a pianist with the right instrument and a comedian with a setting that works for his particular routine.

In fact, what Karen Attix, professional matchmaker, seems to want is for anyone who samples one UCSF cultural event to keep coming to more. After all, she says, "when man gets up in front of man and performs, it's one of the most enriching human interactions we can have."

United Way Campaign Results

Administrative nurse Molly Pfau and School of Nursing associate dean Zina Frazier accepted United Way awards at the holiday party.

The 1985 United Way campaign for the five-county Bay Area raised a record $43.5 million. Individuals and organizations in San Francisco increased their contributions 5.2 percent over 1984 for the 63 human care and 53 multicounty agencies that serve the Bay Area.

UCSF played an important role in the 1985 campaign. Faculty and staff gave $18,000 more than in 1984, and 31 percent of the campus participated in raising these much-needed funds. This year saw competition among the four Schools and between the Medical Center and the rest of the campus. Trophies were presented to the winners—the School of Nursing and the Medical Center—at the annual holiday party in December.

Chancellor Julius Krevans and School of Nursing Dean Margretta Styles, who chaired the UCSF campaign, express their deep appreciation to all who participated in the UCSF United Way campaign by giving generously of their time and their resources.

AUXILIARY / VOLUNTEERS

Variety Show for Patients

In a 14th-floor Long Hospital solarium one recent wintry afternoon, some 32 hospital patients were tapping their feet to the sounds of *Irish Eyes Are Smiling, I Could Have Danced All Night* and *Sunrise, Sunset.* The vocalist was Tania Kostanian, principal clerk-typist with LPPI's Center for the Study of Neuroses, and one of three participants in the day's Variety Show, which is produced monthly for patients by Volunteer Services.

"I always pick songs that have across-the-board meaning for everybody," says Kostanian, a former San Francisco Conservatory of Music student who has performed in a variety of settings, from concert halls to army hospital wards. "I love singing. It's a gift I have, and I enjoy sharing it."

Kostanian's fellow performers were classical guitarist Mark Flanigan and woodwind musician Torrey Stadtner. The idea is to keep each show varied, fast-paced and informal, according to current program coordinator Sandy Arndt of Volunteer Services, and usually three artists with very different acts are recruited. "We try to recreate the feeling of a living room at home," says Arndt, who also emcees each event. "I enjoy the show, too, because I've got a lot of ham in me."

The Variety Show roster of performing regulars includes several classical, jazz, country-western and pops musicians and singers, as well as a comedian, clown and hypnotist. But Arndt and volunteer services director Leona Hansen-Nealey say that they are always on the watch for new talent.

The program has gradually been drawing larger audiences in its year-and-a-half existence, say Arndt and Hansen-Nealey. Both hope to acquire a larger space and eventually—because so many patients are too ill to leave their rooms—the facilities for closed-circuit TV coverage.

"Some of the patients are here for a long time," Arndt explains, "and they need that diversion."

NURSING SERVICES

Nursing Run, May 31

What started four years ago as an informal run in Golden Gate Park with 50 UCSF nurses celebrating National Nurses' Day has become a full-fledged race with 300 to 400 expected entrants.

On Saturday, May 31, at 9 am, the Medical Center's Department of Nursing will hold its annual fun run in the park, but this one will be different from the previous three.

The race course for the day's 5K and 10K events will be officially marked and certified as belonging to the Department of Nursing, which then will hold the "patent" on the course. Total Race Systems, which works most Bay Area races, will be the official timer. (Runners may then use their times to qualify for future races.) Kinetic Concepts, which makes equipment and hospital beds for special care patients, will be the main sponsor.

The race also will include: cash prizes to winners in each of the six age divisions and to the fastest four-person teams; T-shirts to every runner; raffle prizes; competition between teams of nurses from UCSF, SFGH and Mount Zion; and nursing director Helen Ripple firing the starting gun.

Most of this was arranged by Pediatric Transport Service coordinator Nancy Dunn, who—with pediatrics head nurse Inez Wieging and the staff of the nursing Recruitment and Retention Committee—started the fun run in 1982 as a social event for nurses.

This year the theme is "Running Today for Your Tomorrow," and nurses and health professionals from around the Bay Area are invited. Dunn hopes the annual event will become a major race in San Francisco and an opportunity to raise money for nursing research.

The entrance fee is $8. For registration information, call ext. 62252. The Nursing Department is also looking for volunteers to help at the race. Those interested may call the above number.

HOSPITALS / CLINICS

Look Behind Medical Center Scenes

The campus family will have an opportunity in May to see behind the scenes of nursing care and other Medical Center departments.

The Department of Nursing is sponsoring its third annual "Spend a Day With a Nurse" program, May 5-9. Every staff member is invited to team up with a nurse for two hours to learn about the role of the nurse. To sign up call Jana Davies at ext. 62252, by April 25.

The Medical Center is sponsoring a similar program during National Hospitals Week, May 12-16. Visitors may spend two hours with a preceptor to observe work in the department of their choice. To sign up, call ext. 61401, by May 7.

Environmental Health and Safety

(Continued from Page 1)

Dayton Foote, who has more than 30 years of experience in fire prevention and safety, can tell if you're up to code.

At his EHS office, volumes of fire codes and standards fill two bookshelves. "Fire safety is the most regulated thing in this country," says Foote, who has been UCSF's fire marshal since 1977. "There were fire regulations long before any other."

Fire safety and regulation are complicated at an institution like UCSF, because of its size and the additional standards for patient care areas. Foote lends campus departments his expertise, and he is the liaison with the state fire marshal—who has legal jurisdiction over the campus—and city fire authorities. He supervises fire inspector John Lomas, whose responsibilities include monitoring Langley Porter, conducting fire drills and training campus staff in fire safety.

A typical day might find Foote advising the architects of a proposed project where to place fire exits, working with a department that is developing a fire safety and emergency plan, inspecting an alarm system or at his phone answering queries—Can the maximum capacity of an auditorium be exceeded? Is a certain refrigerator electrically safe and approved for use in the laboratory? Can a doorway be blocked while the office is being remodeled?

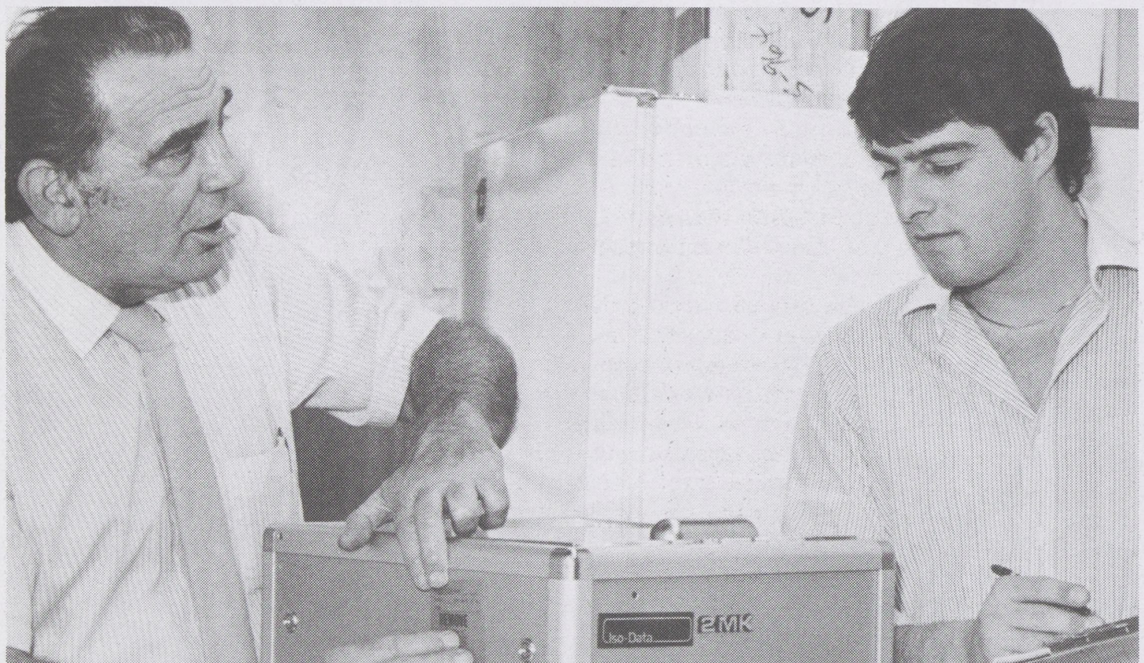
Foote, who was a Santa Clara County deputy fire marshal before coming to UCSF, sees himself mainly as a consultant on safety and an interpreter of current standards. But when rules are broken he tries to get violators to cooperate. Such is the current situation regarding campus corridor policy.

Three years ago, the campus negotiated a corridor plan with the State Fire Marshal. It agreed to keep all corridors clear of all materials, with the exception of those in the Health Sciences research towers, where specific items could be placed in marked areas between corridor pillars. Unauthorized materials, however, have been placed frequently in corridors, and the State Marshal has informed the campus that, unless it adheres to the agreed-on policy, it will be ordered to clear all corridors completely. If this happens, it will pose a serious hardship to the campus, as storage space is at a premium.

As part of a new and strict program, Lomas and Foote of EHS inspect corridors regularly and tag unauthorized items—including bicycles, flowerpots, lab equipment and furniture—for removal without notice. The cost of removal, plus a $100 surcharge, will be billed to the department involved. Personal items will be transferred to the campus Police Department's Lost and Found, and owners of removed property will have to reimburse all costs before items are returned.

For the fire marshal and inspector, the task is sometimes difficult. But when safety is the issue, there's no hesitation to get it done.

Andy Evangelista



Campus fire marshal Dayton Foote and inspector John Lomas check corridor.

Letter from the Chancellor

This campus has a commitment to observe the spirit as well as the letter of the law when it comes to safety for our faculty, our students, our visitors and our staff.

To that end we established several years ago several major committees including chemical safety, radiation safety and biosafety. They are now in the process of strengthening procedures and programs administered by our office of Environmental Health and Safety (EHS) to respond to new laws, court decisions and monitoring by a variety of regulatory agencies.

While the campus committees have played a major role in developing these policies, and will continue to play that role in their implementation, the office of Environmental Health and Safety has the responsibility for assuring compliance with all safety regulations specified by law and by UCSF policies and procedures. Therefore I have asked that department, in consultation with the campus safety committees, to add a system of sanctions and corrections to obtain compliance.

The program has been developed in consultation with the deans, the director of the Medical Center, and the Academic Senate and meets the requirement of regulatory agencies. The details of safety procedures applicable to each unit are available from the office of EHS.

The following is the plan for corrections and sanctions:

- Where *physical conditions* are in violation of legal requirements, campus policy and/or standards, the director of EHS, in consultation with the relevant safety committee, may institute corrections, including modification of existing or installation of new facilities. This may necessitate removal of equipment to correct violations. Costs associated with these corrections will be billed to the involved department. The dean and the principal investigator or department chair or other relevant administrator will be advised in advance of proposed actions.
- In the case of violations of *safety practices,* including those involving the conduct of personnel, the director of EHS has the authority, in consultation with the relevant safety committee, to order the cessation of the activity. It is appreciated that there may be situations when there may not be time for such consultation, and in those circumstances the director of EHS has the authority to act alone. EHS will inform the safety committee, dean, principal investigator, department chair or other relevant administrator, immediately following such actions.
- Operation may be resumed only with permission of the director of EHS, after consultation with the appropriate safety committee, and with concurrence of the appropriate dean, vice chancellor or Medical Center director.

In addition to establishing the policies and procedures relating to new laws and court decisions, I have asked the director of EHS to begin at once with two pilot projects for training and monitoring areas where research or clinical activities involve the possibility of hazardous materials or procedures.

By law we are required to operate a training program that will cover every staff and faculty member—and we intend to include our students in this—which means a total of over 10,000 individuals. This will require a great deal of organization and communication, and I expect that all our deans, department chairs, principal investigators and supervisors will work with the office of EHS to make this program work.

Dr. Brown will be meeting with each of the deans to present specific plans for training and monitoring and discuss how to involve department chairs, principal investigators and other supervisors in their implementation.

Julius R. Krevans, MD, Chancellor